

- Establish incentives for the development and retention of individual and agency-based providers who are representative and part of the Latino community.
- Establish standards for cultural proficiency that include an understanding of Latino cultures. What is considered "normal" behavior is culturally based, so providers need to use culturally appropriate methods and standards of assessment, diagnosis, and treatment.
- Identify materials that can be standardized across area MHDDSAS to be translated by the division. Currently each area program develops its own program materials. The Task Force recommended that the state identify those materials that can be standardized across LMEs, and that the state have these materials translated into Spanish.
- Develop and disseminate Spanish language video presentations on MHDDSA topics, such as overcoming depression or addressing alcohol problems, that can be shared across the state.

Local Management Entities should take the following steps to ensure that their services are linguistically and culturally appropriate:

- Conduct state and national searches for bilingual/bicultural staff. The state should consider centralizing the recruitment of bilingual staff, so individuals can consider various job options.
- Ensure that there are sufficient bilingual staff or interpreters to meet the needs of the Latino community served by the LME.
- Support employees or providers who are interested in taking Spanish classes.
- Establish strong mentoring relationships with bilingual professionals that are new to the agency.
- Offer cultural diversity training to all employees.
- Establish a review process to ensure that locally translated forms and brochures are linguistically correct and culturally appropriate.
- Advertise service availability in Latino publications, public service announcements, and with local churches or agencies that serve the Latino population.
- Actively solicit referrals from agencies serving Latino clients.
- Partner with local Latino leaders and agencies on efforts to train staff and reach out to this community. For example, El Pueblo offers a one-day training session on Latino issues, including demographics, cultural beliefs, and how to increase an agency's capacity to serve the community. These are offered at AHECs or can be offered directly to specific agencies.
- Ensure that consumer and family advisory committees reflect the general racial and ethnic demographics of the community.